

# How to Stop Webroot From Charging Your Credit Card?

Webroot offers a wide range of cybersecurity services that help to protect your system from potential threats. Its identity protection services monitor for any suspicious activity related to identity theft. However, there are times when users may not wish to continue with Webroot or face automatic charges.

If your account lacks sufficient funds, automatic charges may result in overdraft fees or declined transactions.

To avoid all these situations, you can stop Webroot from charging your credit card. By preventing these unwanted charges, you can avoid frustration and feel in control. Wondering how? Here, we explain a step-by-step guide on how to stop Webroot from charging your credit card.

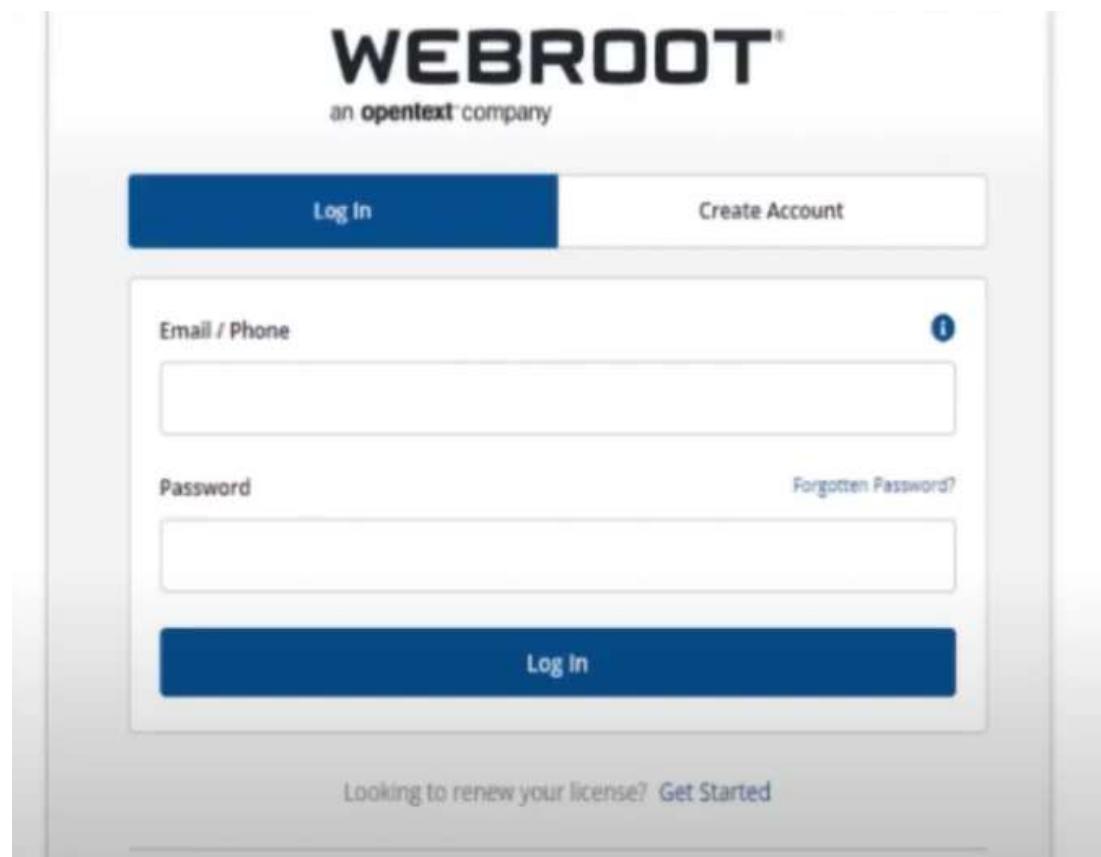
# Potential Issues When Stopping Webroot From Charging Credit Card

When attempting to stop Webroot from charging your credit card, you may encounter the following problems:

- ❑ Billing portal access
- ❑ Double charges
- ❑ Scam emails
- ❑ Customer support



# Solutions to Stop Webroot From Charging Your Credit Card

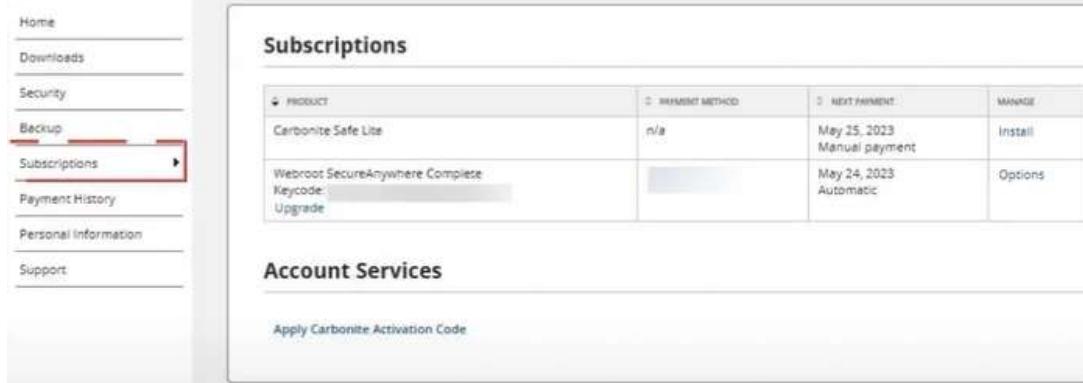


Here are practical solutions that can help stop Webroot from charging your credit card:

## Solution 1: Deactivate Automatic Renewal

**Step 1:** First, sign into your Webroot account.

**Step 2:** Go to the Subscriptions tab.

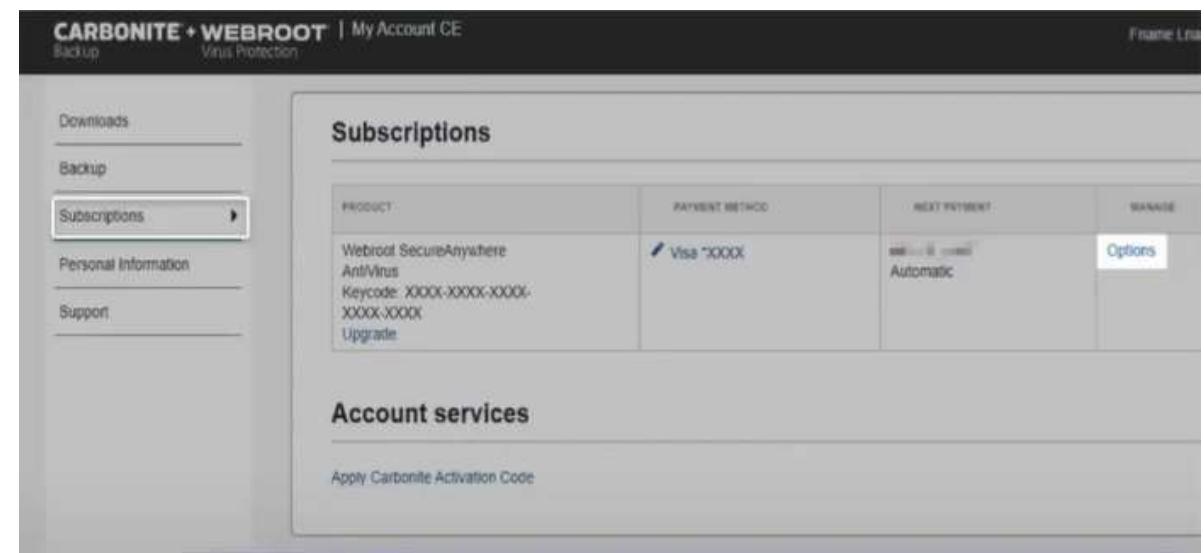


The screenshot shows the 'Subscriptions' section of the account. It lists two active subscriptions:

PRODUCT	PAYMENT METHOD	NEXT PAYMENT	MANAGE
Carbonite Safe Lite	n/a	May 25, 2023 Manual payment	Install
Webroot SecureAnywhere Complete Keycode Upgrade		May 24, 2023 Automatic	Options

Below the table, there is an 'Account Services' section with a 'Apply Carbonite Activation Code' button.

**Step 3:** In the Subscriptions section, click Options under Manage.



The screenshot shows the 'Subscriptions' section of the account. It lists one active subscription:

PRODUCT	PAYMENT METHOD	NEXT PAYMENT	MANAGE
Webroot SecureAnywhere AntiVirus Keycode: XXXX-XXXX-XXXX-XXXX-XXXX Upgrade	Visa *XXXX	Automatic	Options

Below the table, there are 'Downloads', 'Backup', 'Personal Information', and 'Support' sections. A dark blue callout box at the bottom right of the screenshot contains the text: 'Click Subscriptions, then click Options'.

Click *Subscriptions*, then click *Options*

**Step 4:** In the Manage Subscriptions Renewal window, copy the Keycode and follow the link.

MANAGE SUBSCRIPTION RENEWALS X

Opt Out of Auto-Renewal

1) To opt out of auto-renewal, visit [this page](#).  
2) You will need to enter your keycode on that page (included here for your convenience).

Keycode:  [copy to clipboard](#)

To learn more about managing your Webroot subscription, search our knowledge base.

Close

**Step 5:** Enter the Keycode in the box, check the box, and click Submit.

Enter Your Keycode

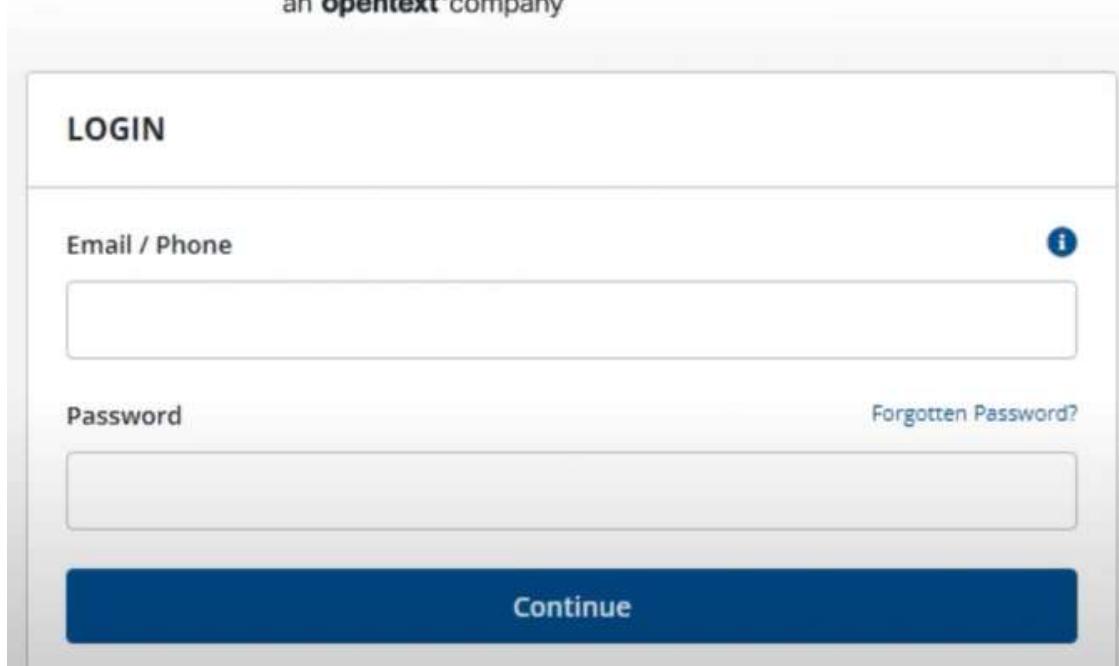
\* Enter Your Keycode

Yes, please remove auto renewal from my subscription.

SUBMIT

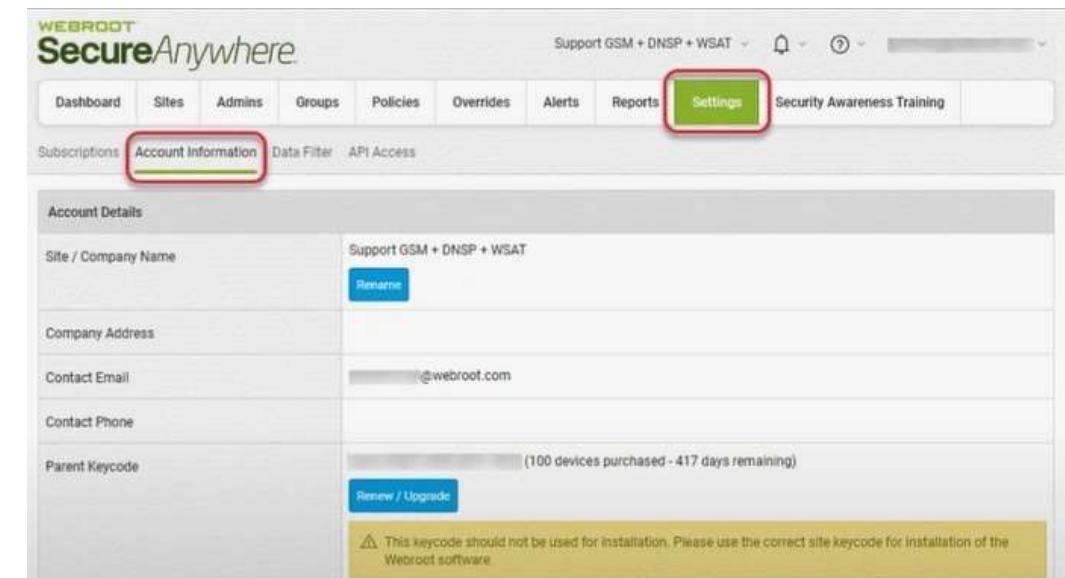
# Solution 2: Stop AutoPay

**Step 1:** Log into the Webroot Manage console.



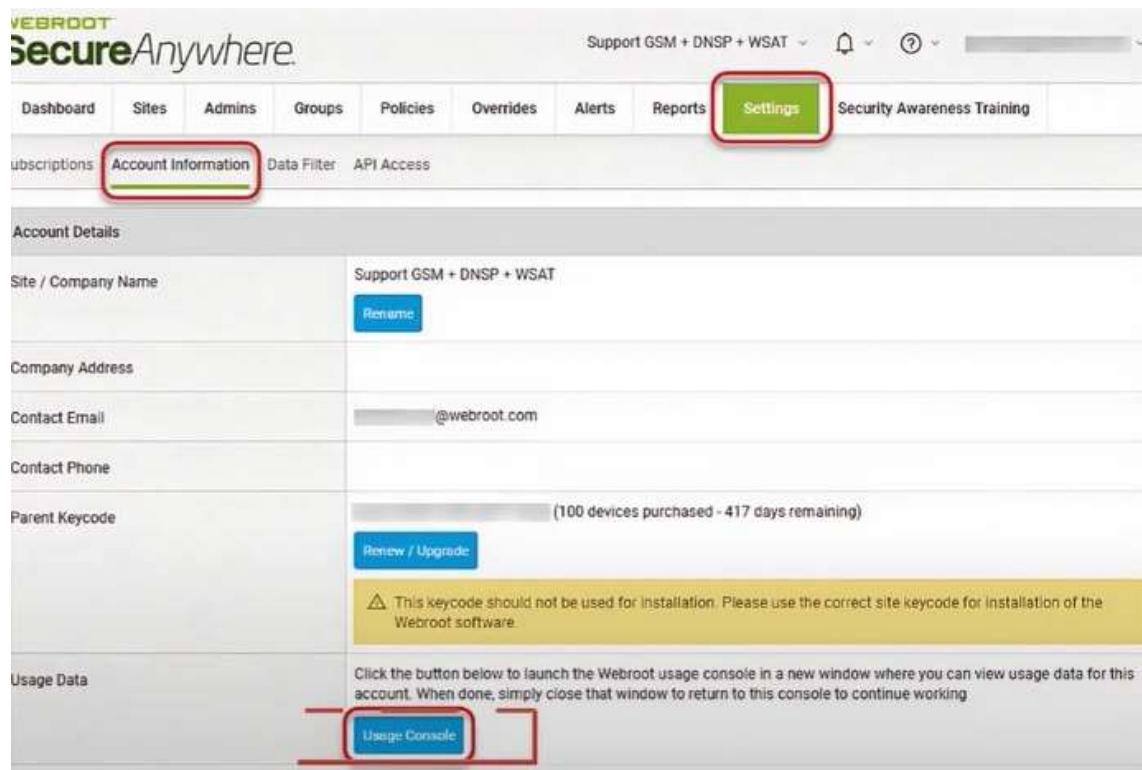
The image shows the Webroot Manage console login screen. It features the Webroot logo and tagline 'an opentext company'. The 'LOGIN' section contains fields for 'Email / Phone' and 'Password', with a 'Forgotten Password?' link. A large blue 'Continue' button is at the bottom.

**Step 2:** Select Settings in the top navigation bar, then go to the Account Information tab.



The image shows the Webroot SecureAnywhere account settings screen. The top navigation bar includes 'Dashboard', 'Sites', 'Admins', 'Groups', 'Policies', 'Overrides', 'Alerts', 'Reports', 'Settings' (which is highlighted with a green box), and 'Security Awareness Training'. The 'Account Information' tab is selected (highlighted with a red box). The 'Account Details' section displays information such as 'Site / Company Name: Support GSM + DNSP + WSAT', 'Contact Email: support@webroot.com', and 'Parent Keycode: (100 devices purchased - 417 days remaining)'. A note at the bottom states: '⚠️ This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software.'

## Step 3: Click the blue Usage Console button.



WEBROOT  
SecureAnywhere.

Support GSM + DNSP + WSAT

Dashboard Sites Admins Groups Policies Overrides Alerts Reports Settings Security Awareness Training

Subscriptions Account Information Data Filter API Access

Account Details

Site / Company Name: Support GSM + DNSP + WSAT [Rename](#)

Company Address:

Contact Email: @webroot.com

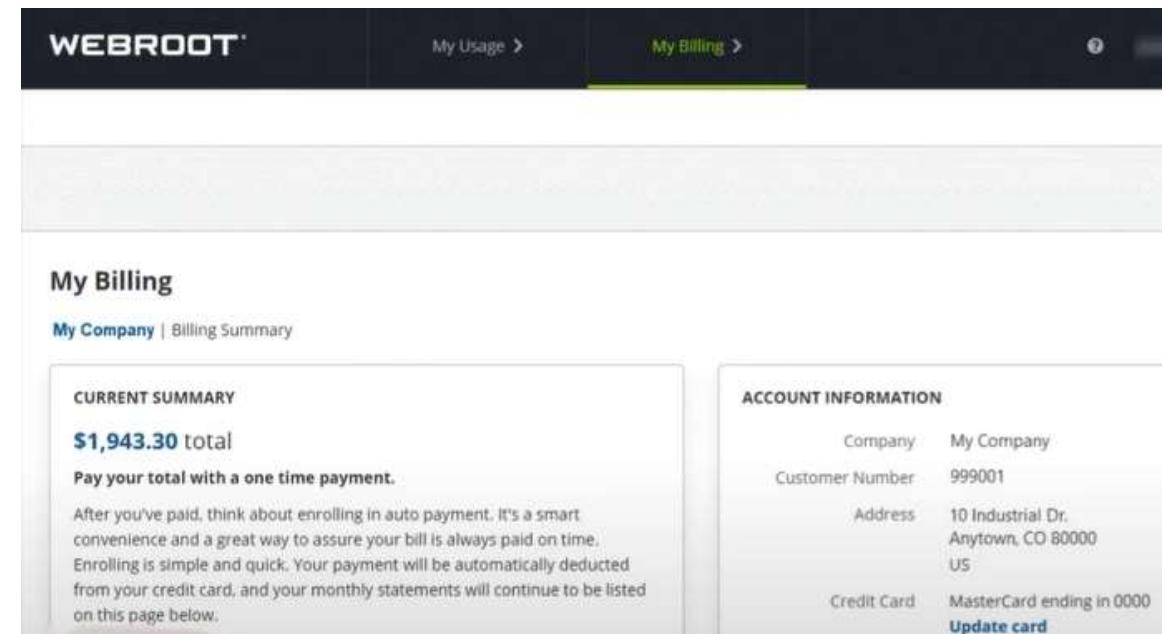
Contact Phone:

Parent Keycode: (100 devices purchased - 417 days remaining) [Review / Upgrade](#)

⚠ This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software.

Usage Data: Click the button below to launch the Webroot usage console in a new window where you can view usage data for this account. When done, simply close that window to return to this console to continue working. [Usage Console](#)

## Step 4: The My Billing portal will display the billing information.



WEBROOT

My Usage > My Billing > ?

### My Billing

[My Company](#) | Billing Summary

**CURRENT SUMMARY**

**\$1,943.30** total

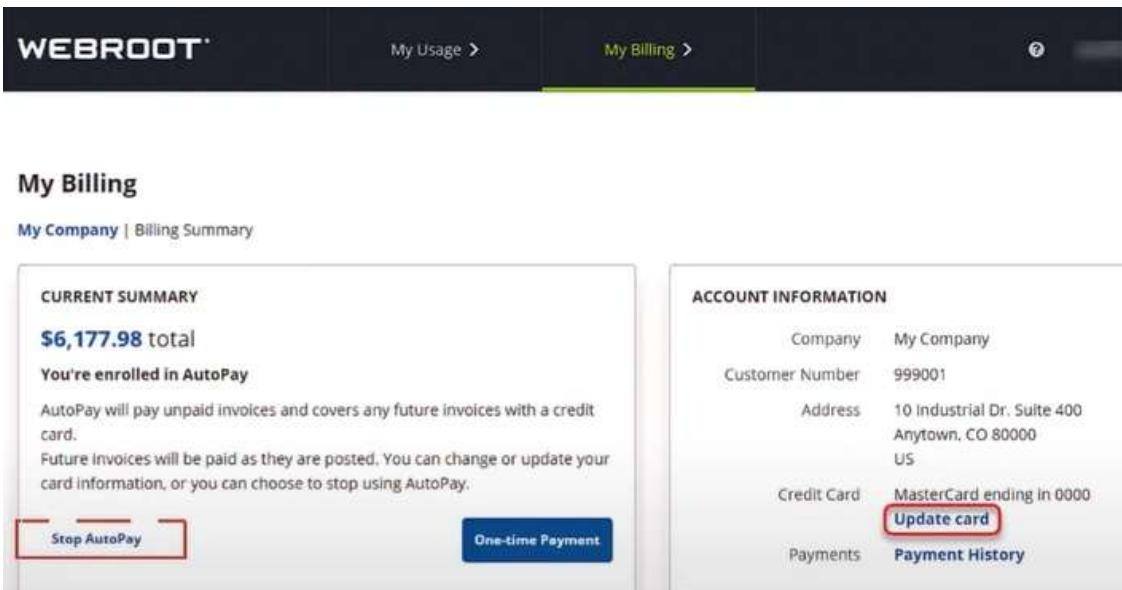
Pay your total with a one time payment.

After you've paid, think about enrolling in auto payment. It's a smart convenience and a great way to assure your bill is always paid on time. Enrolling is simple and quick. Your payment will be automatically deducted from your credit card, and your monthly statements will continue to be listed on this page below.

**ACCOUNT INFORMATION**

Company	My Company
Customer Number	999001
Address	10 Industrial Dr. Anytown, CO 80000 US
Credit Card	MasterCard ending in 0000 <a href="#">Update card</a>

## Step 5: Click Stop AutoPay.



The screenshot shows the 'My Billing' section of the Webroot interface. At the top, there are navigation links: 'My Usage >', 'My Billing >', and a question mark icon. The 'My Billing' link is underlined. Below this, the 'My Billing' heading is displayed. Under 'CURRENT SUMMARY', it shows '\$6,177.98 total'. A note says 'You're enrolled in AutoPay' and explains that AutoPay will pay unpaid invoices and covers future invoices with a credit card. It also states that future invoices will be paid as they are posted, and the user can change or update their card information or stop using AutoPay. A red box highlights the 'Stop AutoPay' button. To the right, there's an 'ACCOUNT INFORMATION' section with fields for Company (My Company), Customer Number (999001), Address (10 Industrial Dr. Suite 400, Anytown, CO 80000, US), Credit Card (MasterCard ending in 0000), and a red box around the 'Update card' link. Below this are 'Payments' and 'Payment History' links.

## Step 6: The new pop-up prompt will display further instructions on how to cancel AutoPay.

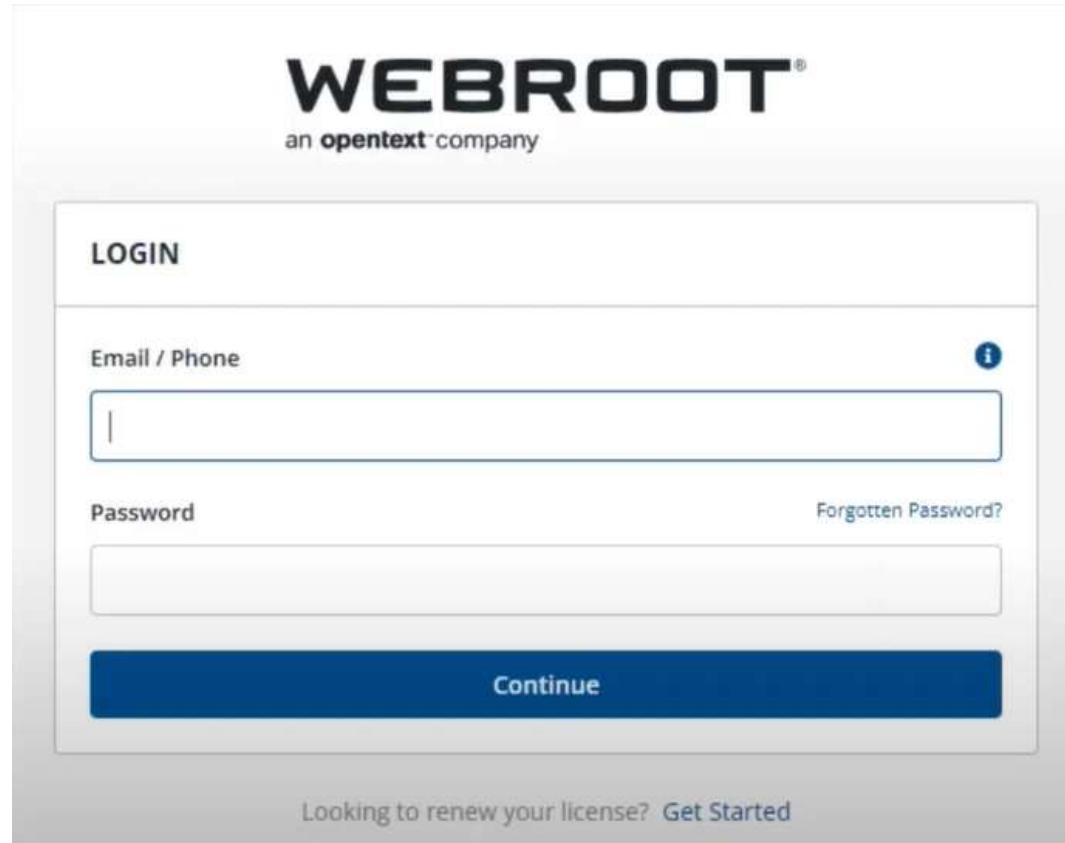


The screenshot shows a pop-up window titled 'Stop using AutoPay' with a close button in the top right. The text inside the window provides instructions: 'Email Webroot at [AccountsReceivable@webroot.com](mailto:AccountsReceivable@webroot.com) or call Webroot in the United States at [+1 720-842-3296](tel:+17208423296) to stop using AutoPay.' A large blue 'Close' button is at the bottom of the window.

# Solution 3: Change or Update Card Information

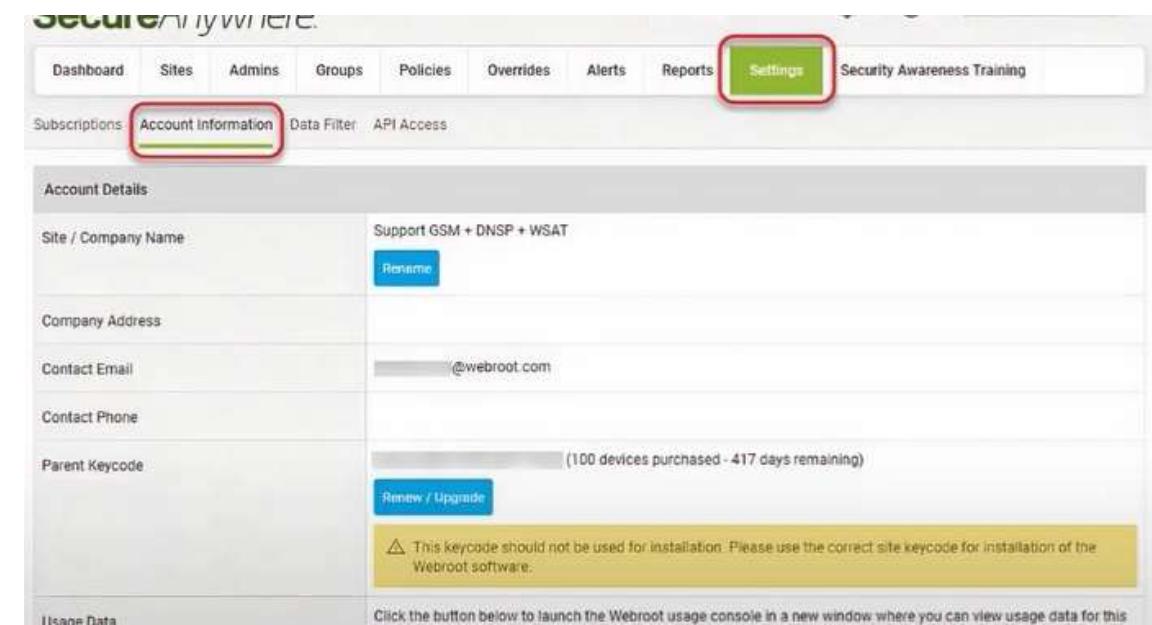


**Step 1:** First, sign into the Webroot Management console.



The image shows the Webroot Management console login screen. The Webroot logo is at the top, followed by the text "an opentext company". Below that is a "LOGIN" section with fields for "Email / Phone" and "Password". A "Continue" button is at the bottom. A "Forgotten Password?" link is located to the right of the password field. A "Get Started" link is at the bottom.

**Step 2:** Select Settings in the top navigation bar, then go to the Account Information tab.

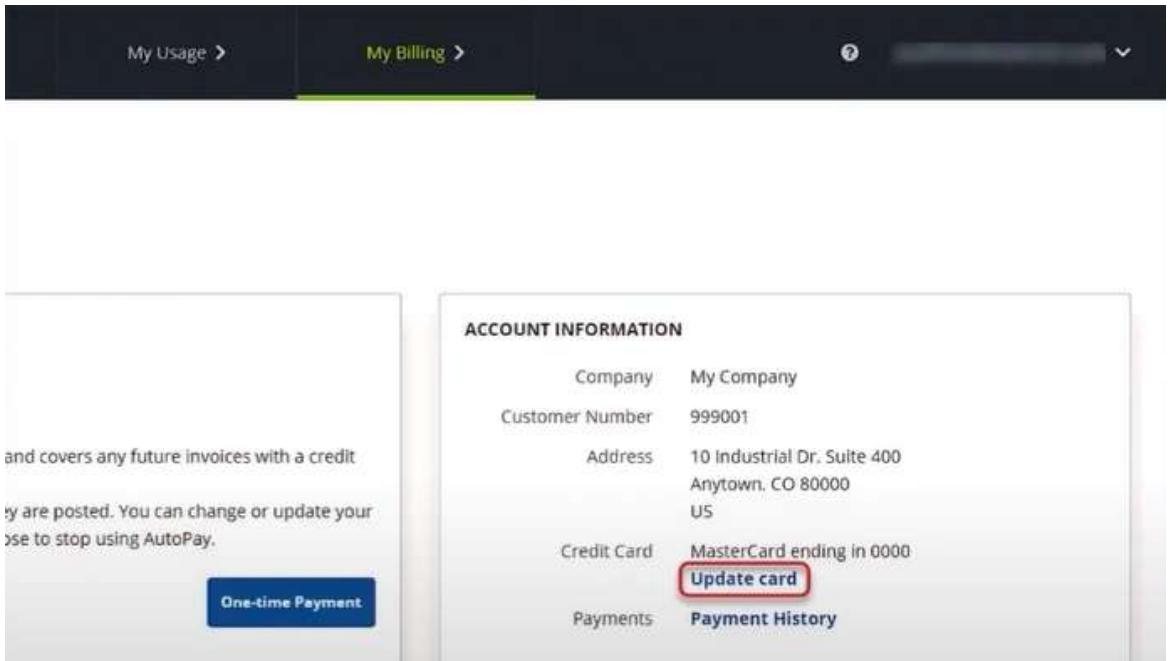


The image shows the "Account Information" tab in the Webroot Management console. The top navigation bar includes "Dashboard", "Sites", "Admins", "Groups", "Policies", "Overrides", "Alerts", "Reports", "Settings" (which is highlighted with a red box), and "Security Awareness Training". The "Account Details" section shows "Site / Company Name: Support GSM + DNSP + WSAT" with a "Rename" button. "Company Address" and "Contact Email" fields are also present. The "Parent Keycode" section shows "100 devices purchased - 417 days remaining" with a "Review / Upgrade" button. A yellow warning box states: "⚠ This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software." At the bottom, a link says "Click the button below to launch the Webroot usage console in a new window where you can view usage data for this".

### Step 3: Click the blue Usage Console button.

Site / Company Name	Support GSM + DNSP + WSAT
	<a href="#">Rename</a>
Company Address	
Contact Email	@webroot.com
Contact Phone	
Parent Keycode	(100 devices purchased - 417) <a href="#">Renew / Upgrade</a>  <span style="background-color: yellow; padding: 5px;">⚠ This keycode should not be used for installation. Please use the Webroot software.</span>
Usage Data	Click the button below to launch the Webroot usage console account. When done, simply close that window to return to this screen. <a href="#">Usage Console</a>

### Step 4: Click Update Card in the Account Information section.



My Usage > My Billing > ? ▾

and covers any future invoices with a credit. You are posted. You can change or update your to stop using AutoPay.

[One-time Payment](#)

ACCOUNT INFORMATION	
Company	My Company
Customer Number	999001
Address	10 Industrial Dr. Suite 400 Anytown, CO 80000 US
Credit Card	MasterCard ending in 0000 <a href="#">Update card</a>
Payments	<a href="#">Payment History</a>

**Step 5:** Fill in the new card details and click Save & Next.

### My Billing

My Company | Credit Card

Save Credit Card

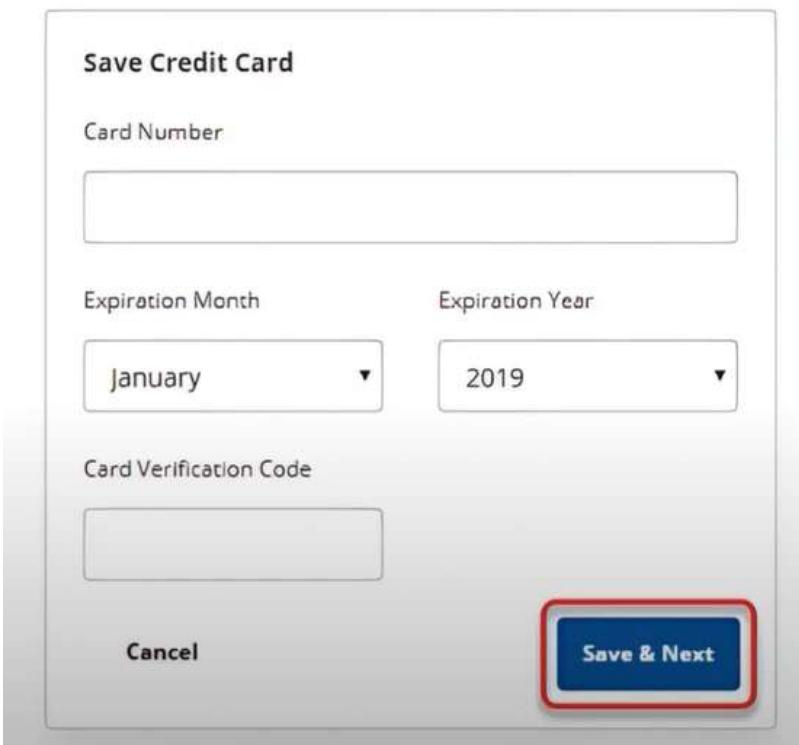
Card Number

Expiration Month      Expiration Year

January      2019

Card Verification Code

Cancel      **Save & Next**



**Step 6:** Fill in the Billing Address and click Register.

### My Billing

My Company | Credit Card

Billing Address

Email Address

First Name      Last Name

Address

Country      City

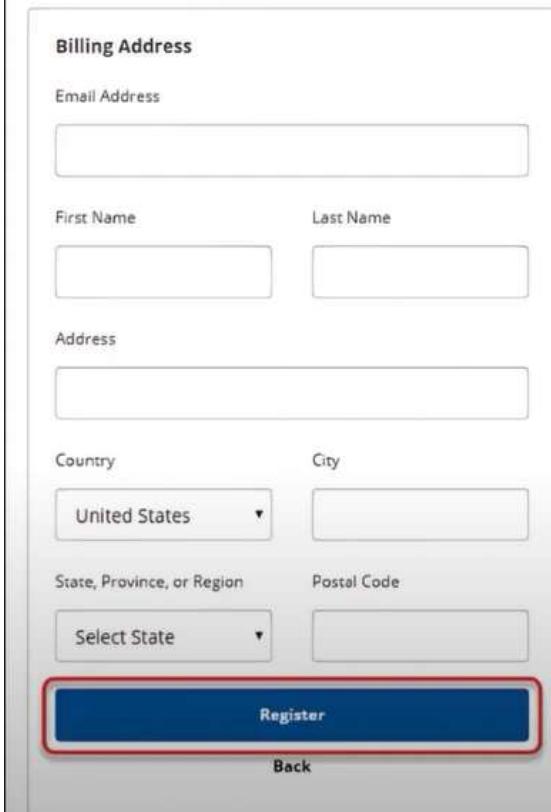
United States     

State, Province, or Region      Postal Code

Select State     

**Register**

Back



**Step 7:** A confirmation message will be displayed once the new card information is updated.



# Closure

Knowing that your Webroot subscription will not be renewed without your consent, you can feel less stressed. Ensure a seamless process by following the above-mentioned “how to stop Webroot from charging your credit card” steps. Address the potential problems that may occur along the way.

If you need any help stopping Webroot from charging your credit card, remember that you can always contact a professional for support.

# CONTACT INFORMATION



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